Enterprise Incident Report December 2011

As of 1/3/2012

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Board of Pardons and Parole	Help Desk	Julie VanBeekum	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro C Desktop Support	Tammy Black	2 1	0 0	2 1
		Assigned to Individual Total	2 1	0 0	2 1
	Metro C Help Desk	Cliff Jensen	2 2	0 0	2 2
		Ross Owen	3 2	0 0	3 2
		Assigned to Individual Total	5 4	0 0	5 4
	Voice Operations	Romanza Hamblin	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		8 6	1 0	9 6
Customer Company Total			8 6	1 0	9 6

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
			Low	Medium	MIR Total
Board of Pardons and Parole	Help Desk	Julie VanBeekum	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Desktop Support	Tammy Black	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro C Help Desk	Cliff Jensen	2 0	0 0	2 0
		Ross Owen	3 0	0 0	3 0
		Assigned to Individual Total	5 0	0 0	5 0
	Voice Operations	Romanza Hamblin	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		8 0	1 0	9 0
Customer Company Total			8 0	1 0	9 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Board of Pardons and Parole	Help Desk	Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Tammy Black	2 0.17	0 0.00	2 0.17
		Assigned to Individual Total	2 0.17	0 0.00	2 0.17
	Metro C Help Desk	Cliff Jensen	2 0.00	0 0.00	2 0.00
		Ross Owen	3 0.18	0 0.00	3 0.18
		Assigned to Individual Total	5 0.11	0 0.00	5 0.11
	Voice Operations	Romanza Hamblin	0 0.00	1 0.16	1 0.16
		Assigned to Individual Total	0 0.00	1 0.16	1 0.16
	Assigned Group Total		8 0.11	1 0.16	9 0.11
Customer Company Total			8 0.11	1 0.16	9 0.11

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution		
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**Medium**	**MR Total**
Board of Pardons and Parole	Help Desk	Julie VanBeekum	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Desktop Support	Tammy Black	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro C Help Desk	Cliff Jensen	2 0	0 0	2 0
		Ross Owen	3 0	0 0	3 0
		Assigned to Individual Total	5 0	0 0	5 0
	Voice Operations	Romanza Hamblin	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		8 0	1 0	9 0
Customer Company Total			8 0	1 0	9 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Board of Pardons and Parole	Help Desk	Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Tammy Black	2 0.21	0 0.00	2 0.21
		Assigned to Individual Total	2 0.21	0 0.00	2 0.21
	Metro C Help Desk	Cliff Jensen	2 0.00	0 0.00	2 0.00
		Ross Owen	3 0.18	0 0.00	3 0.18
		Assigned to Individual Total	5 0.11	0 0.00	5 0.11
	Voice Operations	Romanza Hamblin	0 0.00	1 0.16	1 0.16
		Assigned to Individual Total	0 0.00	1 0.16	1 0.16
	Assigned Group Total		8 0.12	1 0.16	9 0.12
Customer Company Total			8 0.12	1 0.16	9 0.12

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Detail

INC000000424065	Jesse Gallegos	None	None	None		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000425096	Dona Kim	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000426814	Julie K Brown	None	None	Adobe Acrobat		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000427949	Chandee Israel-Araujo	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000429822	Melissa Stapley	None	None	None		TIR Missed: No	TIR:	0.12
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000433381	Donald Blanchard	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.21
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000433783	Ann Galvan	Application	Password	Utah Department of Corrections		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000435752	Julie K Brown	Telecom	Hardware	Telephone		TIR Missed: No	TIR:	0.16
	Voice Operations	Romanza Hamblin	Board of Pardons and Parole	Medium	Resolved	TTR Missed: No	TTR:	0.16
INC000000436891	Jennifer Bartell	Application	None	Microsoft Word		TIR Missed: No	TIR:	0.53
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	TTR:	0.54